

**Minutes of the Information Management Panel
Friday, December 13, 2002**

Present: Vice Chair Dawn Fanfelle, Supervisors Jim Behrend and Duane Paulson, Citizen Keith Pickens. **Absent:** Supervisor Genia Bruce. Supervisor Behrend arrived at 8:35 a.m.

Also Present: Information Systems Manager Michael Biagioli, Systems Technology Administrator Alan Mundt, Applications Development Administrator Wayne Naegle, End User Computing Administrator Dave Broker, and Office Services Coordinator Windy Jicha.

Vice Chair Fanfelle called the meeting to order at 8:30 a.m.

Approval of Minutes November 8, 2002

MOTION: Paulson moved, Pickens second to approve the minutes of November 8, 2002 with corrections. **Motion carried:** 3-0.

Future Meeting Dates

January 24	May 23	September 26
February 21	July 25	November 21
March 21	August 22	January 23, 2004

Presentation by Keith Pickens on Consulting Services Issues

Pickens passed out and reviewed two handouts, one titled "Consulting Professional Service Analysis" and the other "Consulting Service Fee Analysis." He said that this presentation is meant to help Information Systems plan and budget for consultants. Pickens then reviewed the handouts. He said that the values of industry consultants match several of Waukesha County's Information Systems goals.

Pickens said having the right budget for the project is key. It is important to bring in the right person with the right skills versus bringing in someone with less skills, for less money and then train them to bring them up to speed. The person with less skill will be less productive and have lower capabilities. There's always a tradeoff. If you pay more for someone with proven skills, you will get a better product.

Pickens said most computer software companies give their products away and then make money on the maintenance of the product.

Supervisor Behrend arrived at 8:35 a.m.

Pickens said Web development has had huge growth. Waukesha County should look at increasing the amount paid for this type of consultant. Pickens said that India is currently trying to become a leader in outsourcing. In India, companies have huge support operations in warehouses. When the workers come in each morning, they are given an assignment sheet telling them what their assignment is for the day. They then will work on the project not knowing anything about the customer or the business. Projects are usually late and not done correctly. GE outsourced all programming offshore last year. This year, they are trying to bring the business back to the US due to quality concerns. There's a tradeoff, if you are willing to pay less, you are getting less productivity and less quality. If you pay more for services it is done sooner, quicker, faster.

Behrend pointed out that there is a difference between business and government customers. The government customer doesn't try to get products out faster than anyone else. There's a long timeline for projects. Pickens said the difference could be compared to the Milwaukee Brewers versus the New York Yankees. You get what you pay for.

Fanfelle asked, is the RFP process supposed to help select the best company at the best cost? Biagioli said the county is currently going to RFP for preferred vendors. The problem is that you may not be able to get the company that you want for a project because they may not be available at that time. Resume embellishment may get the person placed but the person will not keep the job. The RFP process starts on Monday when the group gets together to review the prices for the first time. He is hoping to choose three vendors in each discipline. Biagioli said he had increased the

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2003 budget in anticipation of this selection process. When you go with a consulting company, there is no guarantee that the consultant is going to stay. With a consultant company, if the staff person you are working with leaves, the company fills in that spot with a new worker. If you choose an independent consultant, when/if that person leaves, you are stuck with a hole.

Brokers said the reason Waukesha County isn't able to have the average rate of pay is because that wouldn't fly with constituents or fit into county budgets. He said, internally the IS department realizes that it is worth it to pay for quality but budgets won't allow for it.

Status of Waukesha County Communications Center Infrastructure Project

Biagioli said the contract with Spillman Technologies will be executed next week. The server platform for the system has been configured and is out for bid. The server will be delivered to the county during the first part of January. Once the server is set up, it will be shipped to Spillman for pre-load. Spillman will be demonstrating the software to the Fire/EMS dispatch system for Waukesha County Fire Chiefs Association on December 18, 2002. On December 19, 2002, Spillman will demonstrate the dispatch police records management system to the participating police agencies. The presentations are not private and Biagioli invited the panel members to attend. The Spillman project team is also scheduled to be on-site during the second week in January.

Biagioli said the groundbreaking for the Waukesha County Communications Center is estimated for early March 2003. The initial setup of test workstations will be done in the Administration building basement. The fiber extension construction has started and purchasing is developing the bid for the dispatch workstation furniture order. Information Systems personnel have been assigned to support the Center. Candidate interviews for the contracted operations manager started last week. The application for federal grant funds, applicable to the center and communications, has been developed and will be submitted soon.

Status of Web Activation of Tax Listing and Records Information

Biagioli said that there have been 24,000 hits on the tax bill Internet piece. In the first ten days of operations, there have been 12,000 hits by citizens reviewing their tax bill and 11,000 made by title companies. He had anticipated this to be the heaviest hit system. The amount of citizen hits will be higher during tax time and then fluctuate during the year.

He said the link to credit card and electronic checking payment options has been developed and is being tested. There will be a fee charged for paying taxes online. Waukesha County receives money the fastest through electronic check payments. The ability to pay taxes online will only be available to those residents living in municipalities that allow Waukesha County to collect their taxes. This is the county's first entrance into E-commerce.

Update on Selection Process for Health and Human Services Software Selection

Biagioli said the vendor was presented to the Finance Committee this week and approved. The contract was awarded to Creative Sociomedics. This contract allows for the purchase of the first phase of accounts receivable processing. The case management software will be purchased with 2004 capital funds.

The case management software will reduce paper work because the caseworker will enter the information directly into the system. Biagioli said currently, the case manager writes their notes and then data entry staff enters the information into the system. Many times the notes are illegible and the data entry person needs to call the case manager for clarification.

Medicare processing will be processed online and will reduce the amount of mailings and postage. Biagioli said that currently, pool people enter the data into the system for state reporting. The county doesn't get paid if there are any data entry errors or codes are incorrect. "Tabularized" information will be loaded into the system so the case manager can enter information more easily. The case flow will improve because family cases can now be looked at more easily because all folders are linked together and the flow will be easier. There is also a tickler file to alert case managers of needed follow-up.

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Fanfelle asked, when this comes before the board, will there be a breakdown of costs savings. Biagioli said his department is trying to put that together for the board.

Paulson asked if someone will be laid off due to computerization. Biagioli said, no, the workflow will be contained. Bokers said constituents will get a higher level of care for a reduced cost due to the computerization.

Biagioli said the case manager will enter data at the desktop level. Pickens said in the future, this could be done with a Palm Pilot. Biagioli said he is looking into using Palm Pilots in 2005 after the radio signals are beefed up. Since the case management piece won't be completed until 2004, the rework won't be a huge delay.

Fiber Extension Project Update

Mundt handed out the Fiber Extension Project Fact Sheet and discussed it with the committee. Construction has begun on this project around the area of Fire Station Four and the Highway Operations Building. The price is \$80,000 below the initial estimates for the total project cost. The project is on track and is expected to be completed by February 28, 2003. The second phase of this project will go before the County Board next year for the extension to the airport and radio towers in 2004 capital projects.

Discussion of Web Features for Supervisors

Biagioli said he had a discussion with Chairman Dwyer about Web Features for Supervisors. Dwyer would like to talk to Fanfelle about the idea on this issue.

Plans for 2003

Biagioli handed out 2003 major effort timeline and then discussed highlights. The county can save \$76,000 per year by converting justice system applications. The costs will come from maintenance and licensing fees. The department will put a major effort into the project. He said he isn't sure what will happen with SACWIS due to the new government in office. His department has a problem with its implementation because the technology is a step backward from what is currently used in Waukesha County. This is an unfunded mandate put on to the county. The county will fight the \$60,000 - \$76,000 per year it will be charged to use the child welfare system as the state mandates. The cost of the state system is decided by total county populace and then amortized over 30 years. Biagioli said this method of computing cost is terrible because no computer system or software package is going to be used for thirty years.

In absence of any objections, Fanfelle declared the meeting adjourned at 9:45 a.m.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel